



Business Unit:		Michigan Gaming Control Board				Green		>=90% of target	
Executive/Director Name:		Richard Kalm				Yellow		>= 75% - 90% of target	
Reporting Period:		Mar 2018				Red		<75% of target	
						Date Approved:		4/13/2018	
Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition	
Customer/Constituent									
C-4-AD	Percentage of Indian Gaming audit/inspection plans completed	Yellow		100.00%	84.20% Jan 1 - Mar 31, 2018	92.89%	Quarterly	Audit and inspection plans help to provide for the efficient and effective oversight of the Tribal-State Class III Compacts. Calendar Year 2018 audit/inspections plans includes the completion of 13 net wins fiscal years audited and 7 compliance audits.	
C-6-AD	All first time offenders of the DPL who agree to participate in the Diversion Program will be mailed enrollment packets within established timeframes	Green		100.00%	100.00% Jan 1 - Mar 31, 2018	100.00%	Quarterly	The Dissociated Persons List (DPL) program is required by the Michigan Gaming Control and Revenue Act and is intended to help those who believe they have a gambling problem. First time violators of the DPL are guilty of trespassing and subject to jail time and/or a fine. All first time offenders of the DPL who agree to participate in the Diversion Program will receive treatment for their gambling problem. Enrollment packets will be mailed to individuals eligible for the Diversion Program within 3 business days of receiving notification from the Attorney General's Office.	
C-7-AD	Complete Requests for Information (RFI) from other gaming jurisdictions within established timeframes	Green		95.00%	100.00% Mar 1 - Mar 31, 2018	100.00%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 7 business days.	
Financial									
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green		100.00%	100.00% Mar 1 - Mar 31, 2018	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.	
Internal Business Process									
P-1-LI	Supplemental and one-year renewal investigations of suppliers and vendors completed within established timeframes	Green		85.00%	93.75% Jan 1 - Mar 31, 2018	87.50%	Quarterly	Supplemental and one-year renewal investigations streamlined to ensure the Investigation Section completes investigations within 60 days.	
P-10-LI	Criminal Investigations completed within established timeframes	Green		75.00%	88.46% Mar 1 - Mar 31, 2018	90.00%	Monthly	Criminal investigations will be completed within 60 days of the assignment.	
P-12-AD	Document processing completed within established timeframes.	Green		98.00%	99.65% Mar 1 - Mar 31, 2018	99.14%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.	
P-28-LAGR	Completion of predetermined percentage alcohol testing of live horse racing drivers per month	Green		65.00%	89.77% Mar 1 - Mar 31, 2018	0.00%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2017.	
P-33-CAE	Issue a 15-day letter to applicants within the established timeframe	Green		85.00%	90.54% Mar 1 - Mar 31, 2018	86.27%	Monthly	For each applicant that requires a 15-day letter, it must be written and forwarded for mailing within seven business days of the regulation officer's assignment date.	
P-34-LI	Millionaire Party Event Applications will be issued within the established timeframe	Green		80.00%	92.69% Jan 1 - Mar 31, 2018	90.36%	Quarterly	Millionaire Party Event Applications received at least 6 weeks prior to the event start date will be issued (if approved) no later than 30 days prior to the event start date.	
P-35-CAE	Issue pre-approval notifications to the casino within the established timeframe	Green		85.00%	100.00% Mar 1 - Mar 31, 2018	100.00%	Monthly	Regulation officers are required to send a pre-approval email to the casino requesting a Surveillance Alteration Plan within 48 hours of receiving the assignment so the casinos can move forward with the alterations in a timely manner. Pre-approval emails will be issued to a casino within 48 hours of receiving the assignment.	
P-36-LAGR	Software and Hardware Submission Evaluations that include ITL testing results will be completed within the established timeframe	Green		100.00%	96.34% Mar 1 - Mar 31, 2018	100.00%	Monthly	Software and hardware for electronic gaming devices must be evaluated prior to being placed onto the gaming floor in the Detroit casinos. Manufacturers will submit products to an Independent Test Lab (ITL) for testing and send the ITL's test results along with their submission to MGCB. Manufacturer's software and hardware submissions will be evaluated and processed by the MGCB gaming lab within 7 calendar days from the date the submission is received.	
Learning and Growth									
L-35-EE	Develop and distribute an employee recognition toolkit.	Green		100.00%	100.00% Jan 1 - Mar 31, 2018	0.00%	CY Annually	Develop an employee recognition toolkit that provides options for managers/supervisors to reward/recognize their employees focusing primarily on free or low-cost options). Include mechanisms for employees to nominate coworkers and managers/supervisors for a reward/recognition.	
Good Government									
GG2	The percentage of champions identified in employee survey.	Green		75.00%	70.00% Feb 28 2017 - present	69.00%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.	